THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: IT Operations Manager

Department: IT Operations (Information Technology, Operations)

Reports to: Head of IT Operations

Key relationships:
IT Management Team
Digital Team
Business Support Team
External suppliers
RCN staff

Hours: 35 hours per week
(Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: E

Location: RCN Cardiff Gate with hybrid working

JOB PURPOSE

The post holder will be responsible for supporting and maintaining the Network and Communications and Security systems to the RCN, Such as Local Area Networks, Wide Area Networks, Telecommunications, Firewalls, and associated technologies.

The post holder will also be responsible for assisting the Head of IT Operations by leading with project rollout of new systems and upgrades/enhancements to existing systems.

Together with the Senior infrastructure Architect's act as an overall design authority for IT Infrastructure and to provide expert subject advice to the RCN on all matters of IT Infrastructure.

KEY RESPONSIBILITIES

1. **Specific role responsibilities**

- Is accountable for all systems including those that monitor traffic and operational status on the LAN/WAN, remote access systems, firewalls, physical and virtual server systems are operational, and alerts and reports configured to support other business areas. Address any findings and issues with the Head of IT Operations.

- Ensuring the network and communications infrastructure is resilient and robust.

- Provide support cover at all sites during operational hours providing cover and assistance at remote sites, when required.

- Troubleshoot and resolve escalated software and hardware, network, and connectivity problems daily and resolve any issues or requests assigned to the Operations team through the call logging system providing complex assessment and resolution of technical incidents.

- Always maintain industry standard best practice.

- Assist the Head of IT Operations in selecting and acquiring communications and data hardware, software and third-party application packages that meet the requirements of the RCN Strategy and ensure these are fully documented and supported.

- Assist the Head of IT Operations and Information Governance Manager to design and implement policies and procedures, to ensure systems are secure and protected from vulnerabilities.

- Co-ordinate and liaise with external suppliers and consultants from hardware, software, and communications vendors so that operational effectiveness is maintained, and projects and solutions are identified.

- Seek out and apply solutions to incidents raised by the TID Service Desk.

- Work with the Head of IT Operations to ensure that network resources are adequate, are used effectively and performance is maintained, that systems are documented, and standard operating procedure documents are produced and maintained including any periodic system changes. That the network can support the evolving needs of the RCN and continue to be fit for purpose.

2. **Projects**

- Work together with the Senior infrastructure Architect's to implement and manage a converged voice and data network for the organisation that is

resilient and robust and supports fully a converged network able to deliver all aspects of unified communications.

- Implement and support all RCN telephony systems, including audio and video conferencing systems, mobile voice and data and homeworker services ensuring a cost effective and efficient service across the RCN and for designated 3rd parties.

- Ensure that all wiring systems and internal structured cabling at all RCN sites are fit for purpose through periodic testing and assessment.

- Ensure that the programming and documentation of telephone systems, Hardware lists, IP addresses etc. is maintained in a central database and all systems are backed up on a regular basis especially before and after firmware or configuration changes.

- Maintain integration of organisational Voice Mail, Auto Attendant, Call Logging, Integrated Messaging, and related systems including Contact Centre systems.

- Assist the Head of IT Operations in ensuring that the RCN network meets the Disaster Recovery Plan thoroughly testing capacity and resilience.

- Ensure that all hardware/software and associated operational procedures are produced and that adequate training and documentation is maintained and issued to the appropriate recipients and business areas.

- Maintain and Monitor Security appliances including those provided as hosted services to maintain a resilient secure network.

- Implement proactive monitoring and remediation of Security threats across several access mediums and technologies.

3. **Management responsibilities**

- Manage the Operations team, this consists of 3rd Line Engineers, 2nd Line Operations Engineers and Network & IT Operations Engineer. Setting and communicating team and individual performance standards, and setting and agreeing objectives which align to RCN strategic and operational objectives; and ensuring that team members deliver against their standards and objectives.

- Develop and progress equity, diversity and inclusion activity within the team.

- Be responsible for managing team members, supporting, motivating and developing team members, through continuing conversations, 4Q reviews: identifying learning and development needs and ensuring that they are

met.

- Ensure the team is adequately resourced to deliver its objectives, leading on the recruitment and onboarding of new staff in line with RCN's policies.

- Ensure team members comply with health and safety rules and requirements, and complete relevant health and safety compliance training.

- Proactively manage and support the health and wellbeing of people they manage in line with the Supporting wellbeing and attendance policy, and other relevant policies.

- Provide advice, guidance and recommendations on enhancements and changes in the areas of IT Infrastructure including evaluating new systems.

- **Together with the Senior infrastructure Architect's**, lead on the implementation of new Information Technology ensuring that the change management process is always adhered to.

- Undertake a lead role for all IT Infrastructure issues across the RCN, setting standards and devising procedures as necessary to ensure the robust documentation of all existing and new services.

- Ascertain business requirements and turn these into workable, cost effective, high quality solutions.

- Ensure adequate systems are in place to monitor and manage the Infrastructure and Network of the RCN.

- Monitor the Infrastructure to ensure service levels are maintained and implement action plans to address any weaknesses and design enhancements to the current IT infrastructure.

- Lead on the identification and successful, timely resolution of escalated infrastructure incidents and problems according to agreed SLAs.

- Ensure that new services are successfully handed across to the business and are supported by failover plans and full system documentation.

- Assist the Head of IT Operations in managing the service provision by 3rd party suppliers in areas relating to Infrastructure that fits within agreed SLA's.

- Ensure auditable secure systems are in place to restrict access to systems and ensure that authorised persons only can gain access to data.

- Act with diplomacy and discretion to always safeguard confidential and commercially sensitive information.

- Assess, manage, and maintain an RCN Disaster recovery plan and ensure Infrastructure systems are deployed in a resilient manner.

- Work with the Transformation Information and Digital Managers and Business Analysts in the timely and appropriate selection and cost-effective acquisition of computer hardware, software and third-party application packages and technology services.

- Act as the Technical lead for the Network / Communication / Security systems function.

4. **Financial responsibilities (Budget owners/managers)**

- Supervise and escalate to the Head of IT Operations any budget/financial management issues as appropriate.

5. **Additional responsibilities**

- Champion equity, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group equality, diversity and inclusion statement.

- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.

- Maximise all opportunities available to:

  o encourage member recruitment and promote the benefits of joining the RCN
  o promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies

- Support member ballot and industrial action activities when required.

- Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.

- Undertake any other duties as requested in line with the job role.

Job description updated by: David Collins
Head of IT Operations
02/10/2025